



Bulletin: OCFO 10-01

Date: August 31, 2010

To: USDA Agencies and OCFO Personnel

Subject: Modification to Corporate Financial Management System Change Request Submission Process

PURPOSE

The purpose of this bulletin is to inform USDA agencies and Office of the Chief Financial Officer (OCFO) personnel of changes to the Corporate Financial Management System (CFMS), Configuration Control Board (CCB) Change Request (CR) submission process.

BACKGROUND

A complete review of the existing CR process identified a need for improvements to enhance the quality, accuracy, and timeliness of the CR throughout its life cycle. The initial review has identified several opportunities to streamline business practices that will be immediately implemented to enhance the existing process. These improvements include:

1. Utilizing Remedy as the centralized automated process to track and monitor initial problem reporting and CR submissions.
2. Better utilization and centralization of diverse subject matter experts (SMEs) to determine disposition of the problem and develop the CR.
3. Ensuring OCFO personnel are involved in the CR process throughout its life cycle, supporting the need for a transfer of knowledge from the application developer.
4. Creating an “expert” team composed of the following personnel to better direct the CR workflow from submission to implementation:
 - Associate Chief Financial Officer for Financial Systems (ACFO-FS) technical, requirements, and security representatives
 - Associate Chief Financial Officer for Financial Operations (ACFO-FO), Controller Operations Division (COD) SMEs.
 - System developers
5. Redefining submission criteria to ensure the CR is routed appropriately in an expeditious manner.
6. Increasing the number of approving authorities to improve the prioritization and implementation of CRs. Approving authorities will be assigned to specific areas of responsibility to maintain continuity of system changes.
7. Revising Form AD1168, Corporate Systems Change Request (CR), to reflect and support new procedures.

OCFO BULLETIN

PROCEDURES

High-Level Procedure Information

All system issues will be entered into Remedy. Please refer to the COD Customer Resolution Center Help Desk (<http://sig.nfc.usda.gov/crchelpdesk/index.htm>). Upon receipt, the ticket will be assigned and the team of SMEs will determine if the problem remains a service request or if a CR is required. When a CR is required, the OCFO SME will complete Sections II and III of the Form AD1168 with input from other team members, ensuring that the correct priority, category, and organizational impact are identified.

Once the CR has been created, it will be forwarded directly to the CFMS CCB for assignment to the appropriate approving authority and tracking. Approving authorities will convene their teams to review, approve, and prioritize.

The implementation of these procedures will ensure more accurate assessment, handling, tracking, and monitoring of reported issues, including more timely approval and implementation of CRs. Additionally, the system user initially reporting the problem will be notified of status changes as they occur.

Development of CRs is now the responsibility of ACFO-FS and ACFO-FO. Agency representatives will continue to use the Remedy system to submit a service request but will no longer be required to prepare a CR.

INQUIRIES

Any questions concerning this bulletin should be directed to Cheryl Kaba at cheryl.kaba@usda.gov or Kim Montz at kim.montz@usda.gov.

Questions concerning CR status should continue to be directed to the CFMS CCB mailbox at CFMSCCB@usda.gov.

EFFECTIVE DATE

This bulletin is effective immediately.

/s/

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Associate Chief Financial Officer for Financial Systems

/s/

CHARLES L. WALLACE
Director, Controller Operation Division